

## NBN Broadband Internet

### INFORMATION ABOUT THE SERVICE

#### Service Description

NBN Broadband with unlimited downloads and unlimited uploads at up to 50Mbps down and 20Mbps up.

#### Service availability

This service is not available in all areas. If we cannot provide the service we'll cancel and refund your order.

#### Minimum term

The minimum term is 1 month.

#### Your home broadband data allowance

Unlimited download and uploads.

#### What's included

- Unlimited downloads.
- Unlimited uploads.
- Optional Free Home Phone Service, includes:-
  - Keeping your existing phone number.
  - Free unlimited calls to Aust. Fixed lines.
- 20 @ozonline.com.au email addresses.
- Virus scanning of incoming emails.
- Free optional anti-spam scanning.

#### What's not included

- Static IP address is available for \$5/month

### INFORMATION ABOUT PRICING

#### Monthly Fee

Your monthly broadband fee is \$89

#### Total Minimum Plan Costs

The total minimum plan cost is \$148. No early termination fee applies.

#### Average Data Cost

Average cost of 1MB of data is not applicable.

#### Setup Fee

Activation of NBN (Setup) is \$59 once off.

#### New Development Fee

Where nbn™ is to be installed in a location nbn™ specify as a "Greenfields" an nbn™ New Development Fee of \$300 may be chargeable.

#### FTTN/FTTB no phone line fee

Where FTTN/FTTB nbn™ is to be installed and there is no existing active phone line an additional nbn™ activation fee may be chargeable.

#### Cabling

nbn™ will connect your premises to NBN. It is up to you to arrange any further cabling within.

#### INSTALLATION

The property owner must consent to the nbn™ install.

#### Install appointments

Where required we'll arrange an install appointment.

#### BROADBAND SPEEDS

50Mbps is the NBN port speed or 25-50Mbps on FTTN/B. Your download line speed into the home is up to 50Mbps and upload speeds from the home up to 20Mbps.

Actual speeds may be slower and will vary due to a range of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of interconnecting infrastructure not operated by us.

#### EQUIPMENT

Equipment delivery is available for \$20. Free equipment pickup is available from:

##### TP-LINK

Unit 4, 9-11 South Street, Rydalmere, NSW 2116

You must quote equipment serial number at pick up. You are not required to purchase equipment from us. FTTN NBN requires a VDSL2+ modem.

#### PHONE SERVICE

The optional free phone service includes unlimited calls to Australian fixed lines including local calls and long distance calls. Other calls and features are chargeable as per the available phone plans.

#### Required equipment

The home phone service requires a voice capable TP-LINK TD-VG5612 Wi-Fi modem/router that is available from us or from computer retailers.

The phone service is compatible with standard phone handsets. The Home Phone service is connected via the router.

#### Keep your existing phone number

You can retain your existing phone number if you do not cancel your service with your old provider.

The phone service is active on the Australia On Line router (TD-VG5612) phone socket. Activation of other phone sockets requires an electrician.

#### Available phone plans

[NBN Home Phone \(Standard\)](#) is free and includes local and long distance calls to Australian fixed lines.

**NBN Home Phone Plus** \$15 per month adds free calls to Australian mobiles

## Battery backup

The NBN Home Phone services can't operate during a power outage without a battery backup to supply power to the router, phone and NBN box.

## Security and Medical alarms

The NBN Home Phone service does not support 'back to base' security or medical alarms. Consult your alarm provider to ensure continued operation of your back to base alarms without a PSTN (copper) phone line.

## Incompatible services

The NBN Home Phone service does not support fax machines, dialup modems or EFTPOS terminals.

## Medical Priority

Australia On Line does not provide medical priority. You have a mobile phone for emergency help in the event that the NBN Home Phone service is unavailable.

## Customer Service Guarantee Waive (CSG)

We will use our best endeavors to provide you with an excellent service but it is a condition of use of the NBN Home Phone service that you waive your Customer Service Guarantee.

## USAGE HISTORY

To track your usage sign in to <http://usage.australiaonline.net.au>

If you have a query about your usage, please send an email to [support@australiaonline.net.au](mailto:support@australiaonline.net.au) with your query.

## BILLING HISTORY

To review your billing, sign in to <http://bill.australiaonline.net.au>

If you have a query about your billing, please send an email to [accounts@australiaonline.net.au](mailto:accounts@australiaonline.net.au) detailing your concern.

## BILLING

You'll be billed in advance for the minimum monthly charge and call charges from the previous calendar month on the third Victorian business day each month.

Your first debit will include any setup, equipment and the first month minimum access fee prior to your order proceeding. 29c processing fee applies to credit card transactions.

## SERVICE CANCELLATION

To cancel charges you must notify us of cancellation by sending an email to [disconnect@australiaonline.net.au](mailto:disconnect@australiaonline.net.au) specifying :-

- The service's phone number if applicable.
- The address where the service is located.
- Your name and date of birth
- The date you wish the service to be disconnected

Transferring to another provider doesn't in itself stop us being charged and therefore doesn't stop us charging you, whether you are continuing to make use of the service or not. Fees charged in advance are not refundable.

7 days notice is required. We will send an email confirming cancellation. We cannot be held responsible for the refund of access fees where you have not received acknowledgment of cancellation.

## PERSONAL USE

This service is intended for personal, domestic or residential use.

## WARRANTY

This service is not guaranteed to be interruption or error free. Australia On Line's sole liability in respect of this service is limited to resupply of the service or credit for fees paid for the period of service failure.

By using this service you agree to indemnify Australia On Line Pty Ltd of any and all claims or damages by yourself or third parties including but not limited to claims for personal damage, claims for violation of copyright, claims of consequential damages, claims for loss of profit or claims for loss of income.

## WE'RE HERE TO HELP

If you have any questions or require assistance for this plan or any other Australia On Line service please call us on 1300 650 661 or (03) 8330 4900

## COMPLAINTS OR DISPUTES

If you have a dispute or complaint about your service, you can contact our help desk on 1300 650 661 or (03) 8330 4900. If your issue remains unresolved please contact Australia On Line management at [management@australiaonline.net.au](mailto:management@australiaonline.net.au)

## FURTHER INVESTIGATION

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

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